



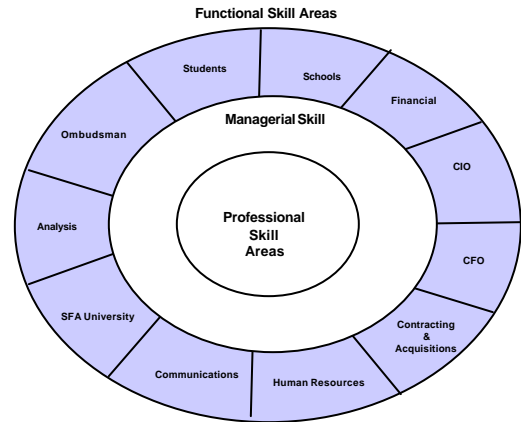
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Analysis Skill Catalog

Analysis Organization Unit

Functional Skills List:

- ☐ Congressional Inquiries
- ☐ Contract Management
- ☐ Database and File Management
- ☐ Office Administration
- ☐ Performance Measurement
- ☐ Performance Measurement Administration
- ☐ Planning and Budgeting
- ☐ Policy, Regulation and Legislation Awareness
- ☐ Product Development and Improvement
- ☐ Product Knowledge
- ☐ Program Evaluation
- ☐ Research and Analysis
- ☐ Risk Management
- ☐ Statistical Analysis
- ☐ Strategic Planning
- ☐ Technology Planning
- ☐ Writing (Business, Journalistic, Creative)





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Analysis Skill Catalog

Congressional Inquiries

Develops and executes congressional communications and briefings.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the “Meets Expectations” standard:

- Demonstrates ability to develop congressional communication strategy
- Demonstrates ability to answer congressional inquiries accurately and completely
- Demonstrates ability to develop and executes briefing materials for congressional staff
- Plans, organizes and facilitates congressional events and briefings

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the “Meets Expectations” standard.



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Analysis Skill Catalog

Contract Management

Manages and monitors operating partners performance in accordance with government policies and procedures.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the “Meets Expectations” standard :

- Demonstrates understanding of the contract management vision of SFA
- Applies contract management vision to develop, sustain and improve relations with contractors/vendors in order to meet SFA’s objectives
- Demonstrates understanding of federal contract management concepts, procedures and regulations
- Ensures compliance with government contracting regulations
- Demonstrates ability to develop, manage and monitor effective memorandums of understanding with vendors and third party service providers
- Demonstrates skill in working with vendors to lower costs associated with technology and processes
- Demonstrates ability to monitor progress and ensures vendor/contractor adheres to standards and expected outcomes

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the “Meets Expectations” standard.



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Analysis Skill Catalog

Database and File Management

Applies database and file management processes, such as data warehousing and data models to meet business needs.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the “Meets Expectations” standard :

- Demonstrates ability to define components and terminology related to database and file management
- Demonstrates understanding of and applies data warehousing processes
- Demonstrates proficiency to administer relational databases
- Develops capacity plans and projections necessary to meet business needs
- Designs, builds and tests applications using full lifecycle development tools
- Designs, develops and implements approaches to gather, maintain and use information
- Uses automated tools to search for data that identifies business patterns and assumptions
- Demonstrates ability to design complete data models which identify and show data relationships and dependencies
- Demonstrates skill in determining optimum parameters and schedules for maintaining up-to-date information across databases and locations
- Demonstrates ability to synchronize information across databases and locations
- Designs, builds, and maintains an active intelligent store of data that manages and aggregates information from many sources

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the “Meets Expectations” standard.



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Analysis Skill Catalog

Office Administration

Performs administrative practices and support services to increase office effectiveness and efficiency.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the “Meets Expectations” standard:

- Demonstrates ability to organize, plan and coordinate administrative functions
- Demonstrates ability to identify administrative procedural problems and recommend improvements that increase effectiveness and efficiency
- Uses knowledge of administration concepts and practices (answering phones, filing, scheduling, etc.) to plan, deliver and manage support services vital to SFA operations

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the “Meets Expectations” standard.



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Analysis Skill Catalog

Performance Measurement

Develops SFA's Performance Measurement Program through the usage of balanced scorecard approach and performance management procedures and tools.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the "Meets Expectations" standard:

- Demonstrates understanding of the concepts of the balanced scorecard management approach
- Demonstrates knowledge of key concepts of measuring performance and the link between those concepts, business strategy and other SFA processes
- Applies knowledge of Balance Scorecard to the design and development of SFA's performance measurement program
- Demonstrates skill in developing performance management procedures and guidelines
- Applies concepts and tools to develop, align and optimize SFA's culture

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the "Meets Expectations" standard.



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Analysis Skill Catalog

Performance Measurement Administration

Administers customer and employee satisfaction surveys to provide performance measurement and support services.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the “Meets Expectations” standard:

- Demonstrates ability to administer customer and employee satisfaction surveys in a timely, accurate and efficient manner
- Documents current performance measurement (scorecards) for SFA and processes
- Demonstrates ability to provide performance measurement and support services to management and employees

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the “Meets Expectations” standard.



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Analysis Skill Catalog

Planning and Budgeting

Uses rules, appropriate information sources and tools to ensure accurate and timely reporting of business forecasts and budgets.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the “Meets Expectations” standard :

- Demonstrates understanding of OMB regulations and overall Federal appropriations process
- Demonstrates understanding of rules, information sources and tools available to prepare and consolidate budgets and forecasts
- Demonstrates understanding of departmental and organizational budget formulation and fund control procedures and guidelines
- Demonstrates ability to apply planning and budgeting concepts ensuring accurate and timely reporting of business forecasts and budgets
- Analyzes and discusses budget implications
- Demonstrates ability to track and reconcile unit budget activities

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the “Meets Expectations” standard.



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Analysis Skill Catalog

Policy, Regulation and Legislation Awareness

Applies knowledge of Title IV policies, regulations, and legislation to make informed decisions.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the “Meets Expectations” standard:

- Demonstrates understanding of general policies, regulation and legislation principles, laws and jurisprudence
- Demonstrates ability to use policy, regulation and legislation knowledge appropriately to make decisions that impact the organization

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the “Meets Expectations” standard.



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Analysis Skill Catalog

Product Development and Improvement

Reviews SFA's operations and products to identify and recommend process improvement opportunities for SFA.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the "Meets Expectations" standard:

- Demonstrates ability to recommend alternative programmatic design and structure to federal aid programs
- Demonstrates ability to provide SFA employees and management with detailed historical, legislative, and administrative information regarding the development and application of Title IV student assistance programs
- Demonstrates ability to develop proposed statutory changes to Title IV HEA student assistance programs
- Demonstrates ability to coordinate the cross-channel direction for Title IV programs
- Demonstrates ability to review SFA's operations and products and identifies and recommends process improvement opportunities

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the "Meets Expectations" standard.



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Analysis Skill Catalog

Product Knowledge

Utilizes knowledge of SFA's products to address customer questions and concerns and to enhance existing product offerings.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the "Meets Expectations" standard:

- Demonstrates understanding of SFA's products
- Demonstrates ability to apply product knowledge to resolve customer questions and concerns
- Monitors product guidelines and legislation

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the "Meets Expectations" standard.



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Analysis Skill Catalog

Program Evaluation

Monitors and analyzes organization performance objectives and metrics.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the “Meets Expectations” standard:

- Demonstrates ability to monitor and analyze organization performance based on set performance objectives and metrics
- Demonstrates ability to evaluate the manner and extent to which SFA’s programs are achieving their objectives
- Demonstrates ability to recommend alternative program designs based on review of program

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the “Meets Expectations” standard.



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Analysis Skill Catalog

Research and Analysis

Applies understanding of basic research concepts, principles and methods to assess and evaluate information.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the “Meets Expectations” standard:

- Demonstrates understanding of basic research concepts, principles and methods
- Demonstrates understanding of specific information sources and methods of information gathering to make fact-based decisions
- Utilizes analytical skills in assessing and evaluating information to identify trends and potential issues

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the “Meets Expectations” standard.



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Analysis Skill Catalog

Risk Management

Utilizes concept and value of risk modeling to protect the assets of SFA.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the “Meets Expectations” standard:

- Demonstrates understanding of the concept and value of risk modeling
- Demonstrates understanding of SFA’s compliance guidelines and oversight role within the industry
- Assesses and evaluates operations, financial and information systems to protect the assets of SFA and to promote outstanding customer services
- Demonstrates ability to detect, prevent and reduce losses arising from fraudulent transactions through development and use of systematic, comprehensive and collaborative risk modeling and fraud containment programs

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the “Meets Expectations” standard.



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Analysis Skill Catalog

Statistical Analysis

Applies statistical and mathematical skills to organize, forecast, and interpret data.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the “Meets Expectations” standard:

- Demonstrates understanding of basic math, calculus, and statistics
- Demonstrates ability to apply statistical and mathematical principles in forecasting and programming
- Demonstrates ability to organize data into tabular/graphical forms for analysis and interpretation

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the “Meets Expectations” standard.



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Analysis Skill Catalog

Strategic Planning

Prepares materials, including objectives, action steps, etc., to coordinate strategic planning activities.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the “Meets Expectations” standard:

- Keeps informed of emerging technologies and business process innovations to analyze their potential for streamlining SFA operations
- Demonstrates ability to prepare materials and coordinate strategic planning activities for leadership
- Demonstrates ability to develop organizational plans that include objectives, strategies, action steps and responsibilities

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the “Meets Expectations” standard.



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Analysis Skill Catalog

Technology Planning

Applies understanding of strategic IT goals and initiatives to identify service improvement and cost reduction opportunities.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the “Meets Expectations” standard :

- Demonstrates understanding of strategic IT goals and objectives
- Demonstrates ability to apply strategic investment priorities to select IT initiatives that best support organizational goals and objectives
- Demonstrates understanding of IT initiative evaluation process
- Evaluates business process and technical requirements to identify service improvement and cost reduction opportunities
- Monitors emerging technologies and business process innovations to analyze their potential for streamlining SFA operations

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the “Meets Expectations” standard.



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Analysis Skill Catalog

Writing (Business, Journalistic, Creative)

Develops documents communicating information using different techniques for varied audiences.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for the “Meets Expectations” standard:

- Demonstrates understanding of different techniques for writing, such as business, journalistic and creative writing
- Develops documents that effectively communicate to varied audiences while employing the most effective writing style
- Develops complex documents that are clear and concise
- Demonstrates skill in communicating sensitive or controversial messages effectively
- Uses language and style that capture audience's attention

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for the “Meets Expectations” standard.